

On-line Registration



1. Log-on to www.chandleraz.gov/registration or if you have an approved online account, you can go directly to the log-in screen at <https://secure.ci.chandler.az.us/registrationmain.sdi>
2. Click on "My Account" and enter your login name and password. You are now ready to shop for your classes!
3. Complete transactions & pay "Class Fees" with Visa, American Express or Master Card.

You must have a customer I.D. number and password to use the online registration system! **Numeric passwords are now required for new customers and we strongly recommend that current users login to the system and convert their existing password into a numeric one.** Please see page 13 for information on how to obtain one August 11.



** Programs not available for online registration will include the symbol of a crossed out computer.

Touch-Tone Registration



1. Call the Touch Tone Registration line at 480.782.2985 and follow the instructions. Have your customer I.D. and numeric password, class code(s), and credit card ready! To log-on, you must call from a push button telephone. Remember, you may experience a busy signal during the first hour of registration, but keep trying. Please read more about Touch-Tone registration on page 12.
2. Write down your receipt confirmation number. The Community Services Department will mail you a written confirmation.
3. Complete your transactions & pay "Class Fees" with Visa, AmEx or Master Card.

You must have a customer I.D. number and numeric passcode to use the Touch-Tone Registration system! Please see page 10 for information on how to obtain your I.D. May 12.



** Programs not available for touch-tone registration will include the symbol of a crossed out phone.

Mail-In Registration



1. Fill out the Recreation Class registration form on page 14 or the Aquatic Class registration form on page 15.
2. Identify the method of "Class Fees" payment by either Visa, American Express, Master Card, debit card, check, credit on account, or money order. Make checks payable to "City of Chandler." Do not mail cash.
3. Mail your form(s) and payment(s) to:

**Registration
Mail Stop 501
P.O. Box 4008
Chandler, AZ 85244-4008**

Please write "Attention to" one of the following:

- Recreation Class Registration
- Aquatic Registration
- Apples to Zebras
- Teen Programs
- Tennis Center

Drop-Off Registration



1. Place your completed registration form, along with payment, in one of the drop boxes located in the lobby of these facilities:
 - Chandler Community Center, 125 E. Commonwealth Ave.
 - Snedigar Recreation Center, 4500 S. Basha Rd.

2. Payment of "Class Fees" can be made by either Visa, American Express, Master Card, debit card, check, credit on account, or money order. Make checks payable to "City of Chandler."

Registration Processing FYI's

- Mail-In and Drop-Off registration forms are currently being accepted and will be combined and processed randomly starting at 10 am on Saturday, August 11.
- Registration, including online & touch-tone registration, begins at 10 am on Saturday, August 11.
- All registrations are processed in real-time, as you use the system.

- Registration forms will NOT be processed prior to August 11. Registration forms received after noon on August 11 will be processed by date received, in random order starting Monday, August 13.
- Registrations dropped off at 8 am have no priority over those received later in the day, or those received in the mail that same day.
- The City of Chandler is not responsible for lost or misdirected mail.

Mail-In & Drop-Off Registration Procedures

Completing the Registration Form

- Please submit a separate registration form for recreation classes and aquatics classes. Processing can be delayed if the same form is used for both recreation and aquatics registration.
- Please list a **1st, 2nd and 3rd class choice**. If only one class choice is listed and that class is full, the participant is placed on a waiting list.
- The registration form is an application. It does not ensure placement in a class. You will receive a confirmation receipt to verify enrollment in a class. If your class choices are full, the participant will be placed on a waiting list.
- If you are placed on a waiting list, you will be notified if an opening becomes available. Notification may come as late as 48 hours prior to the start of a class.
- Fees for each class must be paid at the time of registration. If paying by check, please write a separate check for each class. If only one check is submitted and only a portion of the payment is used (due to a full class or program cancellation), the remaining balance will be issued as a credit on account for future use.
- **Please fill out the registration form completely.** Enter the full name of participant, address, home and emergency phone numbers, and age. Please sign the form. If possible, please submit only one registration form per family.

REGISTRATION OPTIONS TO REMEMBER

ONLINE REGISTRATION

Go to the City Web site at:

www.chandleraz.gov/registration

or if you already have an account, go to:

<https://secure.ci.chandler.az.us/registrationmain.sdi>

TOUCH TONE REGISTRATION

On your touch-tone telephone, dial:

480.782.2985

MAIL-IN REGISTRATION

Mail forms and payments to:

REGISTRATION

MAIL STOP 501

P.O. BOX 4008

CHANDLER, AZ 85244-4008

DROP-OFF REGISTRATION

Drop forms and payments off at:

CHANDLER COMMUNITY CENTER

125 E. Commonwealth Ave.

SNEDIGAR RECREATION CENTER

4500 S. Basha Rd.

Touch Tone Registration FAQs

What is Touch Tone?

Touch Tone registration is a 16-line automated phone registration system available to residents 24 hours a day, seven days a week, except during the times the system will be taken down for maintenance (Wednesdays, between 7-10 am). The system can be accessed from any push button telephone!

How do I use Touch Tone?

Individuals wishing to use our Touch Tone registration process must have an account in good standing, a customer I.D. and numeric password. Once these items have been established all you need to do is call **480.782.2985** during our posted registration times and follow the voice prompted directions!

How do I request a customer I.D. and password?

The Community Services Department will accept inquiries for your customer I.D. and numeric password through May. 1, 2007. Please call 480.782.2640 or e-mail us at ParksAndRec@chandleraz.gov to set up an account Monday-Friday between 8 am and 5 pm. Please make sure you ask for each family member customer I.D. Only the payee will require a customer I.D. and numeric password.

What if I experience a busy signal?

We anticipate that on the first day, especially during the first couple of hours of registration, individuals may experience a busy signal. This means all 16 phone lines are currently busy - please continue to re-dial. We installed 16 lines to help eliminate the possibility of a busy signal, however a busy signal may still occur.

Do I need customer I.D. numbers for all family members?

Yes. For each person you want to enroll in a class or program you will be prompted to enter his or her customer I.D. The system will not allow you to register a participant without their customer I.D. The payee is the only person who requires a numeric password.

Can I have an online account and Touch Tone account?

Yes. Customers who have an existing online account will need to log into the system and change their current password to a numeric password. It's that simple. You now have the option of online or Touch Tone available to you.

Do I need a credit card to use Touch Tone Registration?

Yes. In order to complete your Touch Tone transactions and confirm your enrollment you must pay by credit card. The City of Chandler currently accepts Visa, Master Card and American Express.

Why doesn't my registration work on Touch Tone?

There could be a number of reasons:

- The class is not open for registration when you are trying to register.
- Some classes require special registration data and therefore cannot be accessed via the Touch Tone system. Classes that are not available for Touch Tone will have a symbol with a crossed-out phone by the class description.
- You do not have a customer I.D. and password.
- You or your child do not meet the class minimum age requirement.

Do I need to sign a liability waiver?

Yes. There will be a liability waiver attached to your registration receipt that will be mailed to you. It is your responsibility to sign the waiver, and turn it in to the instructor on the first day of class.

Will I receive a confirmation receipt?

Yes. The Community Services Department will mail you a confirmation receipt. You will be given a receipt number when completing your transaction(s). Please keep this number until you receive your confirmation in the mail.

Online Registration FAQs

What is online registration?

Online registration allows customers to register via the Internet for most of our classes and programs. The system is available to residents 24 hours a day, seven days a week, except during times the system will be taken down for maintenance (Wednesdays between 7 and 11 am).

How do I use online registration?

Individuals wishing to use our online registration technology must have an approved online account, which includes a login name and password. You must also have an account in good standing with the Community Services Department. If you have an account established, please follow the registration steps listed on page 11.

How do I request an online account?

Please go to www.chandleraz.gov/registration and click on "Class Registration Procedures (Online)." Click on "Register Now." This will take you to the online registration page. Click on "My Account" at the top of the screen. This will bring you to the "Customer Login" screen. Click on "Click here to set up a new account for online registration." All fields must be completely filled out in order for us to approve your account. Submit your application. The Community Service Department will approve or deny accounts Monday through Friday, between the hours 8 am and 5 pm. Once your account is approved you will receive an e-mail informing you your account has been approved and will include your customer I.D. number and password. If your account is denied you will also receive an e-mail explaining the reason for the denial. If your account is approved, you are ready to log-on and register.

What website address do I access to register online?

www.chandleraz.gov/registration

What if I forgot my login name or password?

Call 480.782.2640 between the hours of 8 am-5 pm, Monday through Friday and we will be happy to assist you. Please plan ahead and call before registration starts so that we may assist you promptly. If you wait until registration opens on Saturday, May 12, we may not be able to assist you before the start of registration.

What if I do not have an e-mail address or home computer?

You may visit any of the four Chandler Public Libraries to set up your free person e-mail account. A reference librarian can assist you. We also have scheduled our registration to start at 10 am, which allows individuals without computers to go to a public library or other agency and use their computers. For more information on how to establish a free e-mail address, call 480.782.2803.

Can I have an online account and touch tone account?

Yes. **Numeric passwords are now required for new customers and we strongly recommend that current users login to the system and convert their existing password into a numeric one. This will allow you to use both systems.** It's that simple.

Do I need a credit card to use online registration?

Yes. In order to complete your online transaction(s) and confirm your enrollment you must pay by credit card. The City of Chandler currently accepts Visa, Master Card and American Express.

Why doesn't my registration work online?

There could be a number of reasons:

- The class is not open for registration at the time you are trying to register.
- Some classes require special registration data and therefore are not available for online registration. Classes that are not available for online registration will have a symbol of a crossed-out computer by the class description.
- You have not properly logged onto your account.
- The system is temporarily unavailable due to a large number of users at the same time or system maintenance. The City of Chandler addresses maintenance issues every Wednesday from 7-11 am.
- You or your child does not meet the minimum age requirement for the class. He/she is either too young or too old for the class.

Is there a time limit to register?

The City of Chandler has eliminated the previous time limit (45-minute clock) in order to better assist our customers. Please remember that you will be unable to register until 10 am.

Do I need to sign a liability waiver?

Yes. There will be a liability waiver at the bottom of your registration receipt. It is your responsibility to sign the waiver, and turn it in to the instructor on the first day of class.

What should I do if my e-mail address has changed?

Please notify us if you have changed your e-mail address. Call 480.782.2640, or send an e-mail to ParksAndRec@chandleraz.gov with your new address.

What if I am trying to register and it says, "Payee is not the correct age"?

There may be a couple of reasons for this:

- Your birth date is incomplete or you have left it blank and it needs to be added/corrected.
- You are outside the age specified in the class description. Remember online registration is age specific.

Has your e-mail address changed?

Please notify us of your new e-mail address by calling 480.782.2640, or send an e-mail to ParksAndRec@chandleraz.gov with your new address.

Bookmark this Web address:

www.chandleraz.gov/registration

If you have questions or need assistance regarding online or touch tone registration, call 480.782.2640

¿Necesita formularios de registro en ESPAÑOL?

Haga una impresión en el internet:

www.chandleraz.gov/breaktime



Formularios de registro en español estan disponible *en persona* en el Centro de Comunidad
125 East Commonwealth Avenue

RECREATION CLASS REGISTRATION APPLICATION FORM: *Please fill out completely.**One form per family. Please read the registration information on pages 11-13 before registering.***PARENT OR PAYEE INFORMATION****E-MAIL ADDRESS:** _____

FIRST NAME		LAST NAME	
ADDRESS		CITY	ZIP CODE
HOME PHONE #	WORK PHONE #	EMERGENCY CONTACT & PHONE #	

☐ Check here if this is a new address.

PARTICIPANT'S NAME		CLASS NAME/ ACTIVITY	CLASS CODE	LOCATION	SESSION/ DAY	TIME	CLASS FEE
FIRST	LAST	1st CHOICE					
AGE	BIRTHDATE / /	2nd CHOICE					
SEX (Circle One)	FEMALE MALE	3rd CHOICE					
FIRST	LAST	1st CHOICE					
AGE	BIRTHDATE / /	2nd CHOICE					
SEX (Circle One)	FEMALE MALE	3rd CHOICE					
FIRST	LAST	1st CHOICE					
AGE	BIRTHDATE / /	2nd CHOICE					
SEX (Circle One)	FEMALE MALE	3rd CHOICE					
FIRST	LAST	1st CHOICE					
AGE	BIRTHDATE / /	2nd CHOICE					
SEX (Circle One)	FEMALE MALE	3rd CHOICE					

WE ACCEPT DEBIT, VISA, MASTERCARD AND AMERICAN EXPRESS CARDS!

Credit Card (Select One): <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Exp.	OFFICIAL USE ONLY Date Received	OFFICIAL USE ONLY Approval #
Credit Card #	Exp. Date	Check # Cash Amount \$

Name of Cardholder: _____

The City of Chandler intends to comply with the Americans with Disabilities Act (ADA). If you have any special needs, please call 480.782.2727.

Need additional forms? Simply make a copy of this one or print one from the on-line *Break Time* at www.chandleraz.gov/breaktime.

I understand that the City of Chandler does not carry accident insurance for these programs

I agree to indemnify and hold harmless the City of Chandler from all losses or injuries sustained during my participation.

I also give my permission for any photos/videos taken of participants to be used by the City of Chandler.

Signature of Parent/Payee: _____

Mail form to: City of Chandler * Recreation Class Registration * Mail Stop 501 * P.O. Box 4008 * Chandler, AZ 85244-4008

AQUATICS CLASS REGISTRATION APPLICATION FORM: *Please fill out completely.*

One form per family. Please read the registration information on pages 11-13 before registering.

PARENT OR PAYEE INFORMATION

E-MAIL ADDRESS: _____

FIRST NAME		LAST NAME	
ADDRESS		CITY	ZIP CODE
HOME PHONE #	WORK PHONE #	EMERGENCY CONTACT & PHONE #	

☐ Check here if this is a new address.

PARTICIPANT'S NAME	CLASS NAME/ ACTIVITY	CLASS CODE	LOCATION	SESSION/ DAY	TIME	CLASS FEE
FIRST LAST	1st CHOICE					
AGE BIRTHDATE / /	2nd CHOICE					
SEX (Circle One) FEMALE MALE	3rd CHOICE					
FIRST LAST	1st CHOICE					
AGE BIRTHDATE / /	2nd CHOICE					
SEX (Circle One) FEMALE MALE	3rd CHOICE					
FIRST LAST	1st CHOICE					
AGE BIRTHDATE / /	2nd CHOICE					
SEX (Circle One) FEMALE MALE	3rd CHOICE					
FIRST LAST	1st CHOICE					
AGE BIRTHDATE / /	2nd CHOICE					
SEX (Circle One) FEMALE MALE	3rd CHOICE					

WE ACCEPT DEBIT, VISA, MASTERCARD AND AMERICAN EXPRESS CARDS!

Credit Card (Select One): <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Exp.	OFFICIAL USE ONLY Date Received	OFFICIAL USE ONLY Approval #
Credit Card #	Exp. Date	Check #
		Cash Amount \$

Name of Cardholder: _____

The City of Chandler intends to comply with the Americans with Disabilities Act (ADA). If you have any special needs, please call 480.782.2727.

Need additional forms? Simply make a copy of this one or print one from the on-line *Break Time* at www.chandleraz.gov/breaktime.

I understand that the City of Chandler does not carry accident insurance for these programs
I agree to indemnify and hold harmless the City of Chandler from all losses or injuries sustained during my participation.
I also give my permission for any photos/videos taken of participants to be used by the City of Chandler.

Signature of Parent/Payee: _____

Mail form to: City of Chandler * Aquatics Class Registration * Mail Stop 501 * P.O. Box 4008 * Chandler, AZ 85244-4008